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**Expedited Procedure
Under
37 CFR § 1.116**



THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Peter Tavernese Jr.	Examiner:	Nguyen, Q.H.
Serial No.:	09/745,305	Group Art Unit:	2642
Filed:	December 21, 2000	Confirmation No:	2060
		Attorney Docket No.:	27996-133 (formerly 103180-45024)
Title:	CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH CUSTOMER SERVICE AGENTS		

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Commissioner for Patents
P.O. Box 1450
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RESPONSE UNDER 37 C.F.R. § 1.111

Sir:

In response to the Office Action, dated April 22, 2005 please amend the application as follows:

Listing of the Claims begins of page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.